

FORM PTO-1449	SERIAL NO. 09/097,186	CASE NO. 8285/167
LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT	FILING DATE June 12, 1998	GROUP ART UNIT 2743
(use several sheets if necessary)		APPLICANT(S): Manning et al.

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS/ SUBCLASS	FILING DATE
HA	A1	4,400,587	08/23/83	Taylor et al.		
HA	A2	4,757,267	07/12/88	Riskin		
HA	A3	4,953,204	08/28/90	Cuschleg, Jr. et al.		
HA	A4	5,097,528	03/17/92	Gursahaney et al.		
HA	A5	5,274,700	12/28/93	Gechter et al.		
HA	A6	5,291,550	03/01/94	Levy et al.		
HA	A7	5,309,513	05/03/94	Rose		
HA	A8	5,311,572	05/10/94	Friedes et al.		
HA	A9	5,335,268	08/02/94	Kelly, Jr. et al.		
HA	A10	5,335,269	08/02/94	Steinlicht		
HA	A11	5,377,186	12/27/94	Wegner et al.		
HA	A12	5,444,774	08/22/95	Friedes		
HA	A13	5,450,482	09/12/95	Chen et al.		
HA	A14	5,452,350	09/19/95	Reynolds et al.		
HA	A15	5,467,391	11/14/95	Donaghue, Jr., et al.		
HA	A16	5,519,772	05/21/96	Akman et al.		
HA	A17	5,524,147	06/04/96	Bean		
HA	A18	5,530,744	06/25/96	Charalambous et al.		
HA	A19	5,533,115	07/02/96	Hollenbach et al.		
HA	A20	5,546,452	08/13/96	Andrews et al.		
HA	A21	5,592,541	01/07/97	Fleischer, III et al.		
HA	A22	5,592,542	01/07/97	Honda et al.		
HA	A23	5,619,557	04/08/97	Van Berkum		
HA	A24	5,633,924	05/27/97	Kaish et al.		
HA	A25	5,657,383	08/12/97	Gerber et al.		
HA	A26	5,675,637	10/07/97	Szlam et al.		
HA	A27	5,684,870	11/04/97	Maloney et al.		
HA	A28	5,692,033	11/25/97	Farris		
HA	A29	5,703,943	12/30/97	Otto		

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION YES NO
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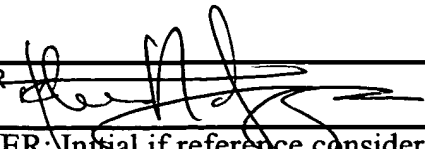
EXAMINER INITIAL	OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)
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EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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EXAMINER INITIAL	OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
HA	A30	Preferred Solutions Internet Publication downloaded from www.prefsolutions.com, entitled "The Call Center Directory - Technology", 1997, 1-3;
HA	A31	GeoTel Communications Corporation, Intelligent CallRouter®: Managing the Interaction Between Customer and Answering Resources; 1997; pp. 1-9;
HA	A32	GeoTel Communications Corporation; product literature for GeoTel Enterprise CTI™: Bringing Enterprise Data to the Agent's Desktop; pp. 1-6; published prior to June 12, 1998
HA	A33	GeoTel Communications Corporation; Corporate and Product Overview, 1996;
HA	A34	GeoTel Communications Corporation, GeoTel Intelligent CallRouter® Product Overview; pp. 1-6; published prior to June 12, 1998;
HA	A35	Aspect Communications; Internet publication downloaded from www.aspect.com entitled Aspect Integrated Call Center Solutions; 1997; pp. 1-3;
HA	A36	Davox Corporation; Internet publication downloaded from www.davox.com entitled Unison®: A Comprehensive Call Center Solution; pp. 1-5; dated January 7, 1998;
HA	A37	Lucent Technologies; Internet publication downloaded from www.lucent.com entitled Definity® ECS Call Center; 1996; pp. 1-6;
HA	A38	GeoTel Communications Corporation; Internet publication downloaded from www.geotel.com describing the GeoTel Intelligent CallRouter®; 1995-1997;

EXAMINER 	DATE CONSIDERED 12/5/00
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.